

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L25	2	(((((customer service client) near4 (representative agent)) csr) same (protocol communication) near6 capability same (rout\$5)).clm.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 09:55
L3	74	((customer service client) near4 (representative agent))same (protocol communication) near6 capability same (rout\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 09:55
L24	1	((match\$8 near5 (IM (instant adj3 messag\$8)))) near4 protocol).clm.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 09:53
L12	0	((automatic adj4 call adj4 distribution) (call adj3 center)) and (match\$8 near5 (IM (instant adj3 messag\$8)))) near4 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 09:53
L23	37	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8)))) near4 protocol and L21	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:53
L22	54	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8)))) near4 protocol and L20	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:53
L20	54	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8)))) near4 protocol and L18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:53

EAST Search History

L21	56241	"709"/\$.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:52
L18	107823	"379"/\$.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:52
L19	0	((automatic adj4 call adj4 distribution) (call adj3 center)) and (determin\$5) near5 ((IM (instant adj3 messag\$8))) near4 protocol and L18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:50
L15	0	((automatic adj4 call adj4 distribution) (call adj3 center)) and (select determin\$5) near5 ((IM (instant adj3 messag\$8))) near4 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:49
L17	6	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8)(IM adj3 message))) near4 protocol near6 (version type brand)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:47
L14	6	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8))) near4 protocol near6 (version type brand)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:42
L16	1	(select determin\$5) near5 ((IM (instant adj3 messag\$8))) near4 protocol same compatib\$8	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:41

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L13	156	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8))) near4 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:40
L10	0	((automatic adj4 call adj4 distribution) (call adj3 center)) and (match\$8 near5 (IM (instant adj3 messag\$8))) near4 protocol near6 (version type brand)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:56
L11	0	(match\$8 near5 (IM (instant adj3 messag\$8))) near4 protocol near6 (version type brand)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:55
S28 0	3	((automatic adj4 call adj4 distribution)) and ((Yahoo near3 Instant near3 Messenger)(AOL near3 Instant near3 Messenger) (Microsoft near3 Messenger) Sametime)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:54
L9	2	"6389400".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:47
L8	3	((instant adj message)) and L7	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:47

EAST Search History

L7	187	("20010014863" "20010041562" "20020055868" "20020133394" "20020196277" "20030026409" "20030143981" "20030156133" "20030156706" "20030158655" "20030177017" "20040006473" "20040032935" "20040042592" "20040143484" "20040213400" "20040240635" "20050111653" "4310727" "4694483" "4761542" "4922519" "4930077" "4964077" "5115501" "5181259" "5204968" "5206903" "5263167" "5299260" "5311422" "5323452" "5327529" "5335268" "5335269" "5371673" "5388198" "5420975" "5479488" "5493608" "5495567" "5500795" "5519772" "5530744" "5533107" "5535321" "5537470" "5553119" "5561711" "5566291" "5586060" "5586171" "5586219" "5594791" "5600781" "5615323" "5633909" "5657383" "5659724" "5668856" "5671351" "5675707" "5683872" "5684870" "5706334" "5710884" "5727950" "5729600" "5734709" "5740549" "5757644" "5758257" "5771276" "5790117" "5793368" "5802526" "5806060" "5808908" "5809282" "5812975" "5819221" "5821936" "5822397" "5822744" "5825856" "5825869" "5832428" "5832430" "5835565" "5848396" "5864605" "5864844" "5870308" "5872865" "5873068" "5884029" "5899992" "5903641" "5905774" "5920477" "5923745" "5943416" "5953406" "5963965" "5974253" "5991735" "5999611" "5999908" "6014638" "6016336" "6026381" "6032129" "6035283" "6035336" "6038560" "6044146" "6044355" "6055542" "6058163").PN. OR ("6058179" "6058435" "6061433" "6067538" "6088429" "6099320" "6104790" "6128380" "6134315" "6134530" "6148063" "6157808" "6160877" "6163607" "6166732" "6170011" "6173053" "6173279" "6201948" "6212502" "6219665" "6230197" "6236955" "6236990" "6243375" "6249579" "6263052" "6269153" "6278976" "6282404" "6289084" "6292909" "6295551" "6296376" "6308172" "6330326" "6332154" "6336109" "6349290" "6353661" "6353825" "6357017" "6366879" "6374260" "6389400" "6389403" "6389538" "6400807"	US-PGPUB; USPAT; USOCR	OR	OFF	2007/07/27 07:45
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EAST Search History

L2	0	((customer service client) near4 (representative agent))near4 (protocol communication) near6 capability same (rout\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 06:54
L1	0	((customer service client) near4 (representative agent))near4 (protocol communication) near6 capability same (rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 06:54
S62	504	((customer service client CSR) near4 (representative))and (call near4 center) and (rout\$5) near10 (call message inquiry)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 06:52
S28 3	21	((instant adj message)) near5 (capabil\$8 compatib\$9) and S282	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 17:27
S28 2	32363	((customer service client) near4 (representative agent))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:18
S27 3	3	((instant adj message)) near5 protocol near5 (capabil\$8 compatib\$9) and (agent CSR (representative))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:18
S28 1	59	((customer service client) near4 (representative)) and ((Yahoo near3 Instant near3 Messenger)(AOL near3 Instant near3 Messenger) (Microsoft near3 Messenger) Sametime)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:17

EAST Search History

S26 0	1958	((automatic adj4 call adj4 distribution))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:06
S27 9	110	(different various multiple) near4 (IM (instant adj message)) near5 protocols	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:04
S26 1	110	(different various multiple) near4 (IM (instant adj message)) near5 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:04
S27 8	117	((customer service client) near4 (representative)) same communication near4 (protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:55
S27 7	117	((customer service client) near4 (representative)) same communication near4 (protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:55
S26 5	3	((customer service client) near4 (representative)) and S261	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:55
S27 6	12	("6122364" "6215783" "6249820" "6278532" "6337858" "6360266" "6373836" "6377944" "6404875" "6456749" "6625643" "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/07/26 15:50

EAST Search History

S27 5	3	10/229514	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:45
S27 4	2	"6775371".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:44
S27 2	14	(IM (instant adj message)) near5 protocol and (chat) same (collaboration)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:30
S27 1	5	(IM (instant adj message)) near5 protocol same (chat) same (collaboration)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:20
S26 8	0	(IM (instant adj message)) near5 protocol same (chat adj server) same (collaboration adj server)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:17
S27 0	0	(instant adj message near5 protocol) and(chat adj server) same (collaboration adj server)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:16
S26 9	0	(IM (instant adj message)) near5 protocol and(chat adj server) same (collaboration adj server)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:16

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S26 6	9	S260 and (IM (instant adj message)) near5 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:13
S26 7	16	((different various multiple) near4 (message)) near5 protocol and S260	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:54
S26 4	2	(chat) and ((customer service client) near4 (representative)) and S261	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:42
S52	1	(chat) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:41
S26 3	9	((call help service contact) adj center) and S261	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:40
S11 7	0	((call help service contact) adj center) and (internet adj presence adj protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:40
S26 2	0	S260 and S261	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:39

EAST Search History

S25 9	12773	(acd (automatic adj4 call adj4 distribution))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:28
S25 8	2	"6985576".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:26
S25 7	1	10/062819	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/03 08:50
S25 6	2	"6157630".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/03 08:50
S25 4	67	S251 and ((instant adj messag\$5) chat)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/03 08:29
S25 5	9	S250 and ((instant adj messag\$5) chat)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:34
S25 2	9	S251 and (instant adj messag\$5 adj protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:34

EAST Search History

S25 3	0	S250 and (instant adj messag\$5 adj protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:33
S25 1	161	(automat\$8 near3 call near5 distribut\$8) and S248	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:33
S25 0	107	(automat\$8 near3 call near5 distribut\$8) and S249	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
S24 9	134	S247 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
S24 8	662	S245 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
S24 2	0	(automat\$8 near3 call near5 distribut\$8) and (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
S24 4	53	capabilit\$5 near4 based near4 rout\$5 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:30

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S24 7	1468	379/263,269,267,309.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:29
S24 6	662	S245 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:29
S24 5	52940	"709"/\$.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:29
S22 5	0	09/339969	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:05
S24 3	69	(automat\$8 near3 call near5 distribut\$8) and (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:20
S24 1	0	(automatic near3 call near5 distribut\$8) and (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:19
S23 6	7	(automatic near3 call near5 distribut\$8) and agent near5 (terminal workstation) same (resource capabilit\$6) and (AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:18

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S24 0	0	agent near5 (terminal workstation) and (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 9	0	agent near5 (terminal workstation) same (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 8	0	agent near5 (terminal workstation) same (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol) same(AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 7	7	agent near5 (terminal workstation) same (resource capabilit\$6) and (AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 10:56
S23 0	11	(automatic near3 call near5 distribut\$8) and agent near5 (terminal workstation) same (resource capabilit\$6) and (IM (instant near3 message)) near5 (protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 10:15
S23 5	7	private adj4 chat adj room with Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S23 4	0	private adj4 chat adj room near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53

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S23 3	0	chat adj room near4 private near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S23 2	160	chat adj room near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S21 6	569	chat near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:51
S23 1	47	chat near4 Instant near2 message and (automatic near3 call near5 distribut\$8)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:28
S22 2	2	(automatic near3 call near5 distribut\$8) and (IM (instant near3 message)) near5 (protocol) near4 (type capabilit\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:21
S22 9	0	09/339969	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:16
S22 8	1	09/587414	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:16

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S22 6	824	Andersson and ericsson	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:15
S22 7	2	Andersson adj4 jason and ericsson	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:13
S22 4	2	"5903877".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:12
S22 3	2	"6560329".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:08
S22 1	0	(automatic near3 call near5 distribut\$8) same (IM (instant near3 message)) near5 (protocol) near4 (type capabilit\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 08:59
S22 0	12	("6122364" "6215783" "6249820" "6278532" "6337858" "6360266" "6373836" "6377944" "6404875" "6456749" "6625643" "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/04/02 08:57
S21 9	6	("5825869" "6327364" "6611590" "6650748" "6661889" "6724884"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/04/02 08:50
S21 8	166	Instant adj message adj chat	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:43

EAST Search History

S21 7	3	10/229514	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:35
S21 5	2	"6985576".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:29
S21 4	144	"709"/\$.ccls. and ((call near4 center) (contact near3 center)) same (CSR representative agent) and (SMS (instant near3 message) chat)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/02 08:03
S21 3	344	"709"/\$.ccls. and ((call near4 center) (contact near3 center)) same (CSR representative agent)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/02 08:02
S21 2	2	"6453038".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/02 08:00
S10 1	2	"6584564".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 16:20
S21 1	7	("5956509" "5958014" "5974409" "5987503" "5990887" "6070185" "6076100").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/08/01 15:50
S21 0	12	("6122364" "6215783" "6249820" "6278532" "6337858" "6360266" "6373836" "6377944" "6404875" "6456749" "6625643" "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/08/01 15:50
S20 9	12	("6122364" "6215783" "6249820" "6278532" "6337858" "6360266" "6373836" "6377944" "6404875" "6456749" "6625643" "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/08/01 15:46

EAST Search History

S20 8	49	(chat (instant near4 message)) near7 (rout\$5) and (IM near4 protocols)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:34
S20 7	11	(CSR (customer near3 service)(contact near3 center)) and (chat (instant near4 message)) near7 (rout\$5) and (IM near4 protocols)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:34
S19 6	60	(CSR (customer near3 service)(contact near3 center)) and (chat (instant near4 message)) near7 (rout\$5) and (representative agent) and skill	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:28
S20 6	1	(capabilit\$5) near5 ((Instant near5 messag\$5) near6 protocol) same (rout\$5) same (client) same (agent)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:06
S20 5	7	(capabilit\$5) near5 ((Instant near5 messag\$5) near6 protocol) and (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:06
S20 4	7	(rout\$5) near10 ((Instant near5 messag\$5) near6 protocol) and (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:05
S20 3	37	(different various several) near5 ((Instant near5 messag\$5) near6 protocol) and (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:39
S20 2	6	(different various several) near5 ((Instant near5 messag\$5) near6 protocol) same (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:34

EAST Search History

S20 1	0	(CSR (customer near3 service)(contact near3 center)) and (different various) near5 ((Instant near5 messag\$5) near6 protocol) same (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:32
S19 0	179	(CSR (customer near3 service)(contact near3 center)) and S188	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:31
S20 0	2	"5592543".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:25
S19 9	3	"6442432".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:24
S19 8	2	"6430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 12:55
S19 7	2	"6687241".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 12:54

EAST Search History

S19 5	187	("20010014863" "20010041562" "20020055868" "20020133394" "20020196277" "20030026409" "20030143981" "20030156133" "20030156706" "20030158655" "20030177017" "20040006473" "20040032935" "20040042592" "20040143484" "20040213400" "20040240635" "20050111653" "4310727" "4694483" "4761542" "4922519" "4930077" "4964077" "5115501" "5181259" "5204968" "5206903" "5263167" "5299260" "5311422" "5323452" "5327529" "5335268" "5335269" "5371673" "5388198" "5420975" "5479488" "5493608" "5495567" "5500795" "5519772" "5530744" "5533107" "5535321" "5537470" "5553119" "5561711" "5566291" "5586060" "5586171" "5586219" "5594791" "5600781" "5615323" "5633909" "5657383" "5659724" "5668856" "5671351" "5675707" "5683872" "5684870" "5706334" "5710884" "5727950" "5729600" "5734709" "5740549" "5757644" "5758257" "5771276" "5790117" "5793368" "5802526" "5806060" "5808908" "5809282" "5812975" "5819221" "5821936" "5822397" "5822744" "5825856" "5825869" "5832428" "5832430" "5835565" "5848396" "5864605" "5864844" "5870308" "5872865" "5873068" "5884029" "5899992" "5903641" "5905774" "5920477" "5923745" "5943416" "5953406" "5963965" "5974253" "5991735" "5999611" "5999908" "6014638" "6016336" "6026381" "6032129" "6035283" "6035336" "6038560" "6044146" "6044355" "6055542" "6058163").PN. OR ("6058179" "6058435" "6061433" "6067538" "6088429" "6099320" "6104790" "6128380" "6134315" "6134530" "6148063" "6157808" "6160877" "6163607" "6166732" "6170011" "6173053" "6173279" "6201948" "6212502" "6219665" "6230197" "6236955" "6236990" "6243375" "6249579" "6263052" "6269153" "6278976" "6282404" "6289084" "6292909" "6295551" "6296376" "6308172" "6330326" "6332154" "6336109" "6349290" "6353661" "6353825" "6357017" "6368879" "6374260" "6389400" "6389403" "6389528" "6400807"	US-PGPUB; USPAT; USOCR	OR	ON	2006/08/01 11:13
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S19 4	8	09/710042	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 11:08
S19 3	7	09/766271	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 11:08
S19 2	2	"6108711".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 11:05
S19 1	2	"6711611".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 10:57
S18 9	99761	(CSR (customer near3 service)(contact near3 center))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 10:19
S18 8	1025	(Instant near5 messag\$5) near6 protocol	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 10:18
S18 7	2	"6707906".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 09:59
S18 6	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 17:05

EAST Search History

S18 5	2	"6707906".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 17:05
S18 4	2	(identify\$5) near10 (version) near7 (instant) near3 (message) same (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:51
S18 3	0	(instant) near3 (message) near4 (compatib\$5 match\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:50
S17 8	0	(instant) near3 (message) near4 (compatib\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:35
S18 2	0	(brand) near4 (compatib\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:33
S18 1	0	(version) near4 (compatib\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:33
S18 0	2	(message) near4 (compatib\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:32
S17 9	0	(instant) near3 (message) near4 (compatib\$5) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:31

EAST Search History

S17 7	349	"709"/\$.ccls. and ((ACD)automatic near2 call near3 distribut\$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:29
S16 6	11365	((ACD)automatic near2 call near3 distribut\$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 15:37
S17 6	8	(type version brand name) same ((instant near4 messaging near3 presence near4 protocol) (IMPP)) same (rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:23
S17 5	0	(vendor) near4((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22
S17 4	0	(brand) near4((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22
S17 3	10	(type version brand name) near4 ((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22
S17 2	22	(type version brand name) near4 ((instant near4 message) (IM))near4 (software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:08
S15 4	175	(type version brand name) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:01

EAST Search History

S17 0	37	((ACD) (automatic near2 call near3 distributor)) and (instant near3 messag\$5) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S16 9	37	((ACD)automatic near2 call near3 distributor) and (instant near3 messag\$5) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S16 8	1	((ACD)automatic near2 call near3 distributor) and (instant near3 message near3 server) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S16 7	10895	((ACD)automatic near2 call near3 distributor)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:17
S15 8	4	S154 and (automatic near2 call near3 distribut\$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:16
S16 5	17	(cell and PC and PDA) and ((instant near4 message) (IM))near4 (application protocol) same (rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:14
S16 3	30	(cell PC PDA) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:14
S16 4	1	(cell PC PDA) near4 ((instant near4 message) (IM))near4 (application protocol) and (automatic near3 distribut\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:11

EAST Search History

S15 9	130	(type) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:40
S16 2	8	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol) same(rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:38
S16 1	0	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol) near5 (based depend\$5 driven) near5 (router)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:38
S16 0	131	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:37
S15 6	3	S154 and (automatic near2 call near3 distribut\$7) and (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:29
S15 7	2	"6275574".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:28
S15 0	2	"6778661".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:28
S15 5	103	(automatic near2 call near3 distribut\$7) and (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:24

EAST Search History

S14 7	23	(automatic near2 call near3 distribut\$7) same (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:24
S14 5	3	(version same instant near4 message near4 protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:22
S15 3	2	"6256664".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:02
S15 2	2	"6185599".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:02
S15 1	2	"5619648".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:01
S14 9	2	"6430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 08:13
S14 8	1	09/106011	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 08:12
S14 6	2	"6782413".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 07:59

EAST Search History

S14 4	3	(version same instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:56
S14 3	2	(version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:55
S14 2	2	(route near5 message) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S14 1	2	(Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S14 0	2	(route near5 message) and (Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S13 9	2	((customer near3 service near4 representative) CSR) and (Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:53
S13 8	6	((customer near3 service near4 representative) CSR) and (Instant near3 message near4 server) and (contact near3 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:52
S96	40	S95 and ((customer service client CSR) near4 (representative))and (call near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:49

EAST Search History

S13 4	3	"6442432".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:29
S13 7	8	("5335269" "5519767" "5557658" "5754636" "5848142" "5884032" "5982774" "6026156").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/31 17:21
S13 6	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:21
S13 5	2	"6707906".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:21
S13 1	2	(instant near4 message near4 server) and (select\$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:20
S13 3	2	"6430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:18
S13 2	5	"430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:15
S56	4	"09405335"	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:15
S13 0	0	(instant near4 message near4 server) and (rout\$5) near5 (select\$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:14

EAST Search History

S12 9	0	(instant near4 message near4 server) same (rout\$5) near5 (select\$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:14
S12 8	1	(server) same (rout\$5) near5 (select\$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:13
S12 7	11	(instant near5 (assist\$5 help)).ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:10
S12 6	0	(instant near4 technical near5 (assist\$5 help)).ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:04
S51	0	(instant adj messag\$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:03
S12 5	85	S121 and ((customer service client CSR) near4 (representative))and (call near4 center) and (rout\$5) near10 (call message inquiry)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:54
S12 2	3	S121 and ((IMPP) (instant adj message adj presence adj protocol)) and (service adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:17
S12 4	0	S121 and (chat\$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:16

EAST Search History

S53	1	(chat\$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:16
S12 3	2	09/710042 and (coussement)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:41
S69	9	((IMPP) (instant adj message adj presence adj protocol)) and (service adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:31
S12 1	37626	"709"/\$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:30
S11 4	4711	709/222,220,221,238,239.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:30
S12 0	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 09:57
S11 9	2	("6707906".pn.)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 09:57
S11 8	1	(levandovsky) and (09/878092)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 14:54

EAST Search History

S11 6	109	709/222,220,221,238,239.ccls. and ((call help service contact) adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 14:47
S11 5	8	709/222,220,221,238,239.ccls. and ((customer service client) near4 (representative))and ((call help service contact) adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 13:58
S11 3	9	(intermediate)adj(server) and (instant adj message) near3 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 2	252	(intermediate)adj(server) and (instant ad message) near3 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 1	858	(intermediate)adj(server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 0	2861	(intermediate) near5 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:21
S10 9	44	(identify\$5 detect\$5) near5 (software) near5 (version) and (call help contact service customer client) near5 (center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:21
S10 8	458	(identify\$5 detect\$5) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48

EAST Search History

S10 7	0	(identify\$5 detect\$5) near5 (chat) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48
S10 6	0	(identify\$5 detect\$5) near5 (web adj chat) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48
S10 5	2	(identify\$5 detect\$5) near5 (instant near5 message) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:47
S10 4	0	(identify\$5 detect\$5) near5 (instant near5 message) near5 (software) near5 (verion)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:46
S66	12	(call near4 center) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:45
S10 3	5	(09/766271) and (petrovkyh)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:33
S10 2	3	(09/638274) and (ezerzer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:33
S98	173	((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:31

EAST Search History

S10 0	54	((customer service client) near4 (representative))(CSR) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat)) and (authent\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:16
S99	0	((customer service client) near4 (representative))(CSR) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat)) and ((fire near3 wall) (fire-wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:15
S97	1745	((customer service client) near4 (representative))(CSR) and ((call customer service client) near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:09
S95	282	(gateway near5 firewall) and (call near5 rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59
S94	358	(gateway near10 firewall) and (call near10 rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59
S93	1795	(gateway near10 firewall)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59
S92	15	(web near4 chat) near10 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:58
S91	0	(web adj chat) near5 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:54

EAST Search History

S90	1	(IMPP) near5 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:53
S89	10	((instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:52
S67	369	((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:47
S88	0	(instant adj messag\$5 near4 communication near4 server) and ((fire-wall) (fire adj wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:41
S61	132	(instant adj messag\$5 near4 communication near4 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:41
S87	0	((IMPP) (instant adj message adj presence adj protocol)) and ((fire-wall) (fire adj wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:38
S86	1	(09/524656) and (ben-chanoch)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:35
S54	360	(instant adj messag\$5) and (customer service client) and (call near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:34

EAST Search History

S85	2	"5036535".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:32
S84	2	"5062103".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:32
S83	2	"6434121".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:32
S82	2	"5271058".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:31
S81	2	"5271058".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:31
S80	2	"5274700".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:31
S79	2	"6229888".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:31
S78	2	"6389007".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:30

EAST Search History

S77	2	"6405035".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:30
S76	2	"6697858".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:30
S75	2	"6389028".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:29
S74	2	"6389007".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:29
S73	2	"5742905".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:28
S72	1	"5943478".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:28
S71	3	"6603837".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:27
S70	2	"6345305".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:27

EAST Search History

S68	29	(rout\$5) near10 (call message inquiry) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:14
S64	1	((customer service client CSR) near4 (representative))and (call near4 center) and (rout\$5) near10 (call message inquiry) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:14
S65	1	((customer service client CSR) near4 (representative))and (call near4 center) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:13
S63	4	S62 and (instant adj messag\$5 near4 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:09
S60	2	"6389007".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:40
S59	2	(freishtat) and ("09/922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:40
S58	0	(freishat) and ("09/922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:38
S57	0	(freishat) and ("09922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:38

EAST Search History

S55	1	(Mcgraw) and (10/840527)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:37
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IET JNL IET Journal or Magazine

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IET CNF IET Conference Proceeding

IEEE STD IEEE Standard

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IET JNL IET Journal or Magazine

IEEE CNF IEEE Conference Proceeding

IET CNF IET Conference Proceeding

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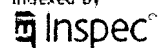
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James J. Wetterau

July 1998 **International Journal of Network Management**, Volume 8 Issue 4**Publisher:** John Wiley & Sons, Inc.Full text available: pdf(96.49 KB) Additional Information: [full citation](#), [abstract](#), [index terms](#)

The goal of computer telephony integration (CTI) is to present information about the caller on a data screen, while the call is in progress. It has the potential to reduce the cost of customer contact, and improve the quality of customer service. So how, precisely, is this done? © 1998 John Wiley & Sons, Ltd.

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- 1 [The arena product family: enterprise modeling solutions](#)
Deborah Sadowski, Vivek Bapat, Glenn Drake
December 1998 **Proceedings of the 30th conference on Winter simulation WSC '98**
Publisher: IEEE Computer Society Press
Full text available: pdf(413.29 KB) Additional Information: [full citation](#), [references](#), [index terms](#)
- 2 [Using simulation in call centers](#)
Vivek Bapat, Eddie B. Pruitte
December 1998 **Proceedings of the 30th conference on Winter simulation WSC '98**
Publisher: IEEE Computer Society Press
Full text available: pdf(45.36 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)
- 3 [Simulation of the call center environment for comparing competing call routing technologies for business case ROI projection \(case study\)](#)
 Katherine Miller, Vivek Bapat
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation--a bridge to the future - Volume 2 WSC '99**
Publisher: ACM Press
Full text available: pdf(114.92 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)
- 4 [Message classification in the call center](#)
Stephan Busemann, Sven Schmeier, Roman G. Arens
April 2000 **Proceedings of the sixth conference on Applied natural language processing**
Publisher: Morgan Kaufmann Publishers Inc.
Full text available: pdf(877.64 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)
 [Publisher Site](#)

Customer care in technical domains is increasingly based on e-mail communication, allowing for the reproduction of approved solutions. Identifying the customer's problem is often time-consuming, as the problem space changes if new products are launched. This

paper describes a new approach to the classification of e-mail requests based on shallow text processing and machine learning techniques. It is implemented within an assistance system for call center agents that is used in a commercial setti ...

5 Succceedings of the second international software architecture workshop (ISAW-2) ☐



Alexander L. Wolf

January 1997 **ACM SIGSOFT Software Engineering Notes**, Volume 22 Issue 1

Publisher: ACM Press

Full text available: pdf(1.44 MB) Additional Information: full citation, abstract, citings, index terms

Interest in software architecture as an area of research, education, and practice within software engineering has been growing steadily over the past decade. Software architecture is concerned with the principled study of large-grained software components, including their properties, relationships, and patterns of combination. It is becoming clear that one key to the effective development, operation, and evolution of software systems is the design and evaluation of appropriate architectures.As a ...

6 The analysis of a simple k-means clustering algorithm ☐



Tapas Kanungo, David M. Mount, Nathan S. Netanyahu, Christine Piatko, Ruth Silverman, Angela Y. Wu

May 2000 **Proceedings of the sixteenth annual symposium on Computational geometry SCG '00**

Publisher: ACM Press

Full text available: pdf(1.24 MB) Additional Information: full citation, references, citings, index terms

7 A flexible approach to alliances of complex applications ☐

David J. Kasik, Conrad E. Kimball, Jimmie L. Felt, Kenneth B. Frazier

May 1999 **Proceedings of the 21st international conference on Software engineering ICSE '99**

Publisher: IEEE Computer Society Press

Full text available: pdf(1.20 MB) Additional Information: full citation, references, citings, index terms

Keywords: alliances of systems, application integration and interoperability, delivery system architecture, process integration, software architecture, systems of systems

8 Columns: Risks to the public in computers and related systems ☐



Peter G. Neumann

January 2001 **ACM SIGSOFT Software Engineering Notes**, Volume 26 Issue 1

Publisher: ACM Press

Full text available: pdf(3.24 MB) Additional Information: full citation

9 The FINITE STRING newsletter: Abstracts of current literature ☐

American Journal of Computational Linguistics Staff

July 1981 **Computational Linguistics**, Volume 7 Issue 3

Publisher: MIT Press


Full text available: pdf(2.42 MB)

Additional Information: full citation




[Publisher Site](#)

- 10 Special issue on critical analyses of ERP systems: the macro level: ERP project dynamics and enacted dialogue: perceived understanding, perceived leeway, and the nature of task-related conflicts ☐

 Patrick Besson, Frantz Rowe

September 2001 **ACM SIGMIS Database**, Volume 32 Issue 4

Publisher: ACM Press

Full text available:  pdf(2.24 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Different views on change and IT- related outcomes have been proposed in the literature. Most privilege the technological deterministic and organizational imperative positions. This article introduces two types of process views on change arising from designers' inability to forecast the impacts of ERP on work and governance: • a dialectical process due to the lack of perceived leeway by the actors, and • a teleological process view, where actors feel they have more leeway and where they ...


Keywords: Enterprise Resource Planning, process model

- 11 Research contributions: A systemic framework for the field of information systems ☐

 C. James Bacon, Brian Fitzgerald

April 2001 **ACM SIGMIS Database**, Volume 32 Issue 2

Publisher: ACM Press


Full text available:  pdf(2.11 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The main aim of this paper is to present a systemic framework of what the field of Information Systems (IS) is about; its connecting areas and its central theme. It was born out of a search for structure in providing a cohesive picture of the subject and field of IS for students and business managers. The average manager and executive has difficulty in obtaining an integrated and holistic view of information systems, and it is said that this leads to a lack of alignment between IS and the strate ...

Keywords: IS framework, IS taxonomy, delphi survey

- 12 Arena software tutorial ☐

 David A. Takus, David M. Profozich

December 1997 **Proceedings of the 29th conference on Winter simulation WSC '97**

Publisher: ACM Press, IEEE Computer Society


Full text available:  pdf(370.26 KB) Additional Information: [full citation](#), [index terms](#)

- 13 The design of an interactive online help desk in the Alexandria Digital Library ☐

 Robert Prince, Jianwen Su, Hong Tang, Yonggang Zhao

March 1999 **ACM SIGSOFT Software Engineering Notes , Proceedings of the international joint conference on Work activities coordination and collaboration WACC '99**, Volume 24 Issue 2

Publisher: ACM Press

Full text available:  pdf(1.53 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

In large software systems such as digital libraries, electronic commerce applications, and customer support systems, the user interface and system are often complex and difficult to navigate. It is necessary to provide users with interactive online support to help users

learn how to effectively use these applications. Such online help facilities can include providing tutorials and animated demonstrations, synchronized activities between users and system supporting staff for real time instruction ...

Keywords: collaboration, digital library, online help desk, online support, user interface

14 Arena software tutorial ☐



Nancy A. Markovitch, David M. Profozich

November 1996 **Proceedings of the 28th conference on Winter simulation WSC '96**

Publisher: ACM Press, IEEE Computer Society

Full text available: pdf(324.67 KB) Additional Information: [full citation](#), [abstract](#), [citations](#)

The Arena modeling system from Systems Modeling Corporation is a flexible and powerful tool that allows analysts to create animated simulation models that accurately represent virtually any system. First released in 1993, Arena employs an object-oriented design for entirely graphical model development. Simulation analysts place graphical objects--called modules--on a layout in order to define system components such as machines, operators, and material handling devices. Arena is built on the SIMA ...

15 Papers: Zero pronoun resolution in Japanese discourse based on centering theory ☐

Okumura Manabu, Tamura Kouji

August 1996 **Proceedings of the 16th conference on Computational linguistics - Volume 2**

Publisher: Association for Computational Linguistics

Full text available: pdf(607.66 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)

Recently there have been a number of works that model the zero pronoun resolution with the concept called 'center.' However, the usefulness of the previous centering frameworks has not fully evaluated with naturally occurring discourses. Furthermore, the previous centering theory has handled only the phenomena in successive simple sentences and has not adequately addressed the way to handle complex sentences that are prevalent in naturally occurring discourses. In this paper, we present a method ...

16 Textual data mining of service center call records ☐



Pang-Ning Tan, Hannah Blau, Steve Harp, Robert Goldman

August 2000 **Proceedings of the sixth ACM SIGKDD international conference on Knowledge discovery and data mining KDD '00**

Publisher: ACM Press

Full text available: pdf(178.04 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

17 Exact and approximation algorithms for clustering ☐

Pankaj K. Agarwal, Cecilia M. Procopiuc

January 1998 **Proceedings of the ninth annual ACM-SIAM symposium on Discrete algorithms SODA '98**

Publisher: Society for Industrial and Applied Mathematics

Full text available: pdf(1.25 MB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

18 Some notes on the complexity of dialogues ☐

Jan Alexandersson, Paul Heisterkamp

October 2000 **Proceedings of the 1st SIGdial workshop on Discourse and dialogue - Volume 10**

Publisher: Association for Computational Linguistics

Full text available:  pdf(1.28 MB) Additional Information: [full citation](#), [abstract](#), [references](#)



The purpose of this paper is twofold. First, we describe some complexity aspects of spoken dialogue. It is shown that, given the internal setting of our dialogue system, it is impossible to test even a small percentage of the theoretically possible utterances in a reasonable amount of time. An even smaller part of possible dialogues can thus be tested. Second, an approach for early testing of the *dialogue manager* of a dialogue system, without the complete system being put together, is des ...

19 [The FINITE STRING newsletter: Abstracts of current literature](#) 

American Journal of Computational Linguistics Staff

October 1981 **Computational Linguistics**, Volume 7 Issue 4

Publisher: MIT Press

Full text available:  pdf(1.61 MB)  Additional Information: [full citation](#)
[Publisher Site](#)

20 [Designing wrapper components for e-services in integrating heterogeneous systems](#) 

Massimo Mecella, Barbara Pernici

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Component-based approaches are becoming more and more popular to support Internet-based application development. Different component modeling approaches, however, can be adopted, obtaining different abstraction levels (either conceptual or operational). In this paper we present a component-based architecture for the design of e-applications, and discuss the concept of wrapper components as building blocks for the development of e-services, where these services are based on legacy systems. We dis ...





Keywords: Component, Cooperation, Integration, Legacy system, Wrapper, e-application, e-service

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